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<b>TRANSMITTAL FORM</b>  (to be used for all correspondence after initial filing)	Application Number	10/083,409-Conf. #7393
	Filing Date	February 27, 2002
	First Named Inventor	Masaya NAGATA
	Art Unit	3627
	Examiner Name	Asfand Sheikh
Total Number of Pages in This Submission	Attorney Docket Number	1248-0580P

ENCLOSURES (Check all that apply)		
<input type="checkbox"/> Fee Transmittal Form <input type="checkbox"/> Fee Attached <input type="checkbox"/> Amendment/Reply <input type="checkbox"/> After Final <input type="checkbox"/> Affidavits/declaration(s) <input type="checkbox"/> Extension of Time Request <input type="checkbox"/> Express Abandonment Request <input type="checkbox"/> Information Disclosure Statement <input type="checkbox"/> Certified Copy of Priority Document(s) <input type="checkbox"/> Reply to Missing Parts/Incomplete Application <input type="checkbox"/> Reply to Missing Parts under 37 CFR 1.52 or 1.53	<input type="checkbox"/> Drawing(s) <input type="checkbox"/> Licensing-related Papers <input type="checkbox"/> Petition <input type="checkbox"/> Petition to Convert to a Provisional Application <input type="checkbox"/> Power of Attorney, Revocation Change of Correspondence Address <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Request for Refund <input type="checkbox"/> CD, Number of CD(s) _____ <input type="checkbox"/> Landscape Table on CD	<input type="checkbox"/> After Allowance Communication to TC <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input type="checkbox"/> Appeal Communication to TC (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Proprietary Information <input type="checkbox"/> Status Letter <input checked="" type="checkbox"/> Other Enclosure(s) (please identify below): <b>RESPONSE TO NOTICE OF NON-COMPLIANT AMENDMENT</b>
<div>Remarks</div>		

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT			
Firm Name	BIRCH, STEWART, KOLASCH & BIRCH, LLP		
Signature			
Printed name	Michael R. Cammarata #29271		
Date	August 26, 2008	Reg. No.	39,491



Docket No.: 1248-0580P  
(PATENT)

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

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In re Patent Application of:  
Masaya NAGATA

Application No.: 10/083,409

Confirmation No.: 7393

Filed: February 27, 2002

Art Unit: 3627

For: SERVICE MANAGEMENT METHOD,  
SERVICE MANAGEMENT APPARATUS,  
SERVICE MANAGEMENT NETWORK  
SYSTEM, SERVICE MANAGEMENT  
PROGRAM, AND COMPUTER PROGRAM  
PRODUCT STORING THE SERVICE  
MANAGEMENT PROGRAM

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Examiner: Asfand M. Sheikh

**RESPONSE TO NON-FINAL OFFICE ACTION**

**(RESPONSE TO NOTICE OF NON-COMPLIANT AMENDMENT)**

MS Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

**INTRODUCTORY COMMENTS**

In response to the Office Action dated January 28, 2008, and in response to subsequent notice of non-compliant amendment dated August 20, 2008, please amend the above-identified U.S. patent application as follows:

**Amendments to the Claims** begin on page 2 of this paper.

**Remarks/Arguments** begin on page 17 of this paper.